

November 2022

# RiverSpring Health Plans Provider Information Session

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➤ — **Team Introductions**

➤ — **Information Session Goals and Overview**

➤ — **Provider Landscape + Key Implementation Dates**

➤ — **Provider Workflow in HHAeXchange**

➤ — **Contact Information**



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# HH AeXchange Implementation Overview





## Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation
  - Understand the provider options for using HHAeXchange with RiverSpring
- Review the future-state provider workflow in HHAeXchange
- Understand the key next steps for providers to be ready for go-live
- Provide contact information and where to find additional resources and support to prepare for go-live

# Cures Act Mandated EVV



Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (EVV) system for Medicaid-funded Personal Care Services (PCS) by January 1, 2019, and for Home Health Care Services (HHCS) by January 1, 2023. Federal legislation delayed penalties for PCS implementation until January 1, 2020, and a Good Faith Exemption extended the deadline to January 1, 2021.

HHaEXchange will be implemented for RiverSpring Phase 2 on December 12, 2022, to ensure compliance with the Cures Act.

The six data elements  
Required to be collected  
to meet the CURES Act  
EVV Requirement



# What is HHAeXchange?



HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with RiverSpring easy and efficient.

## How We're Helping RiverSpring Meet the Cures Act Mandate

- Industry-leading scheduling and billing platform for back-office users and EVV confirmations
- Easy-to-use point-of-care visit confirmation tools for caregivers

## What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Free EVV solution for time & attendance and duty tracking



## Services in Scope

Aide, Interpretive Services, 15 min	HHA 15min	Nutrition Therapy, visit	PCW, 15min	Registered Nursing, regular visit. Existing Patients. PRN (Unscheduled RN visits/Emergency) visits
CDPA 15 min outer borough	HHA Live in	Occupational Therapy, evaluation	Personal AID : Live In	Respiratory Therapy, evaluation
CDPA live in	HHA, 15min, 2 client, outer borough	Occupational Therapy, visit	Personal Aide, 15 min	Respiratory Therapy, visit
CDPA two client	HHA, 15min, two client	PA Live In	Personal Aide, Live in	RN regular visit, existing patients
CDPA two client outer borough	Home Attendant, 15 min	PA, Live In	Personal Care Aide, 15 min	RN, OASIS by CHHA
CDPAP basic 15 min	Home Attendant, live-in	PCA, 15 Min, 2 Client	Personal Care Aide, live-in	RN, Telephonic UAS Assessment
CDPAP live in two client	Home Health Aide, 15 min	PCA, 2 client, outer borough	Physical Therapy, evaluation	RN, UAS Assessment, for existing patients
CDPAP live in two client outer borough	Housekeeper, 15 min	PCW live in	Physical Therapy, visit	Social Work, visit
CDPAP live in, outer borough	LPN Private Duty 15 min	PCW live in two client	Private Duty Nursing, RN, 15 mins	Speech Therapy, visit
HHA 15 min outer borough	LPN visit	PCW live in two client hard to serve	Registered Nursing, assessment evaluation. New Patient	Speech Therapy, evaluation



# Provider Options





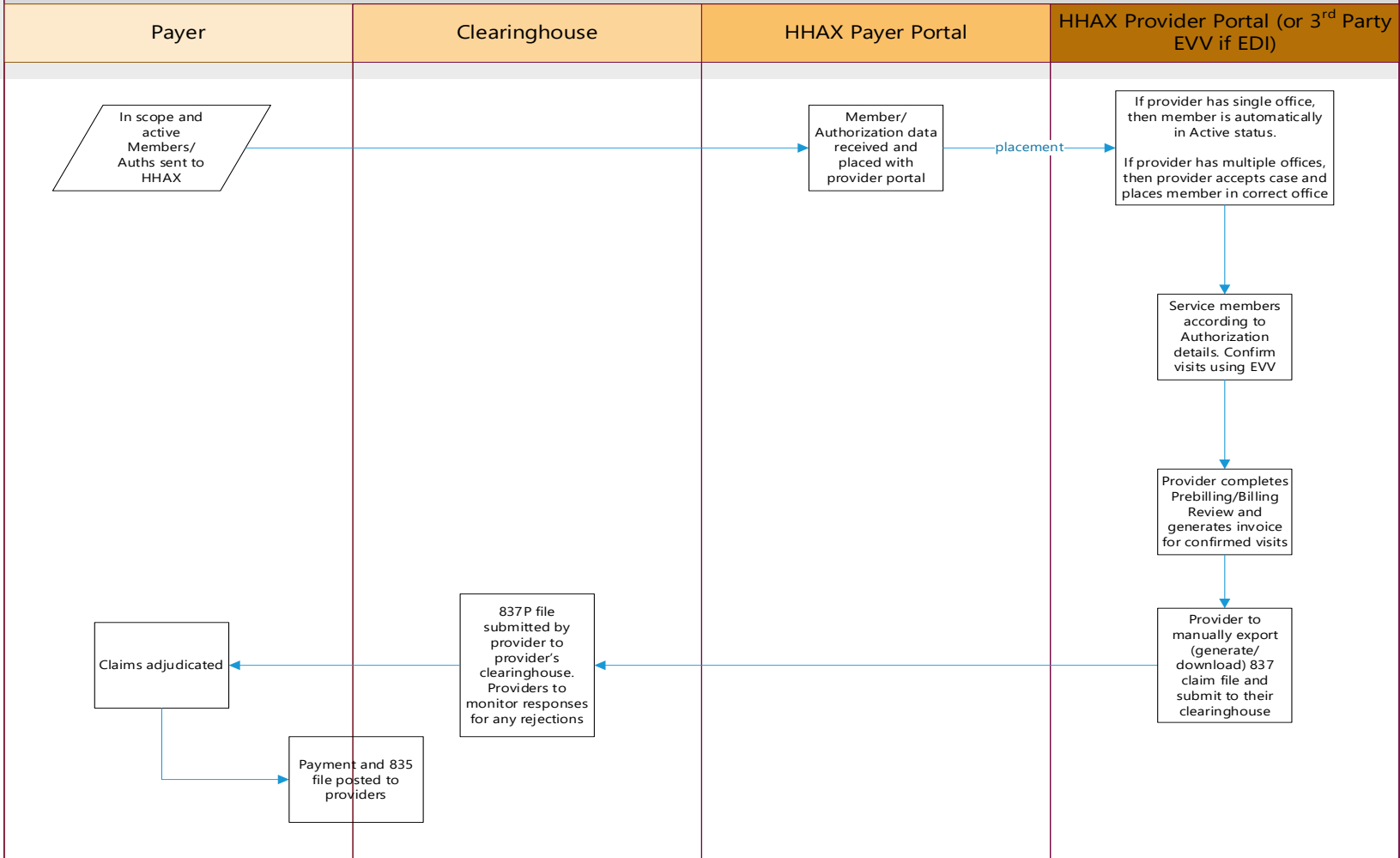
## Provider Landscape

- **Existing Enterprise Providers:** Providers who have their own Enterprise HHAX portal as their agency management and EVV solution
- **Existing EDI Providers:** Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system
  - EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration.
- **Existing Free EVV Providers:** Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers
- **New Providers:** Providers who do not have an existing HHAX portal. These providers have two options for this implementation:
  - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to RiverSpring.
  - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

# HHAX Provider Workflow Review



# End-to-End Process Map





## Member Management

- Members and Authorizations will be sent to your provider portal prior to the December 12<sup>th</sup> Go Live
  - Providers will validate the data received to ensure accuracy and reach out to RiverSpring with any discrepancies
- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically
- Members are discharged from their HHAX portal by the payer based off the latest authorization loaded to the system
  - Members will be discharged on the last day of the latest auth loaded
  - Members will be reactivated by receiving a new auth in HHAX



## Authorization Management

- Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members
  - Providers will validate the data received to ensure accuracy and reach out to RiverSpring with any discrepancies
  - Authorizations will be sent as Entire Period in HHAX with the recommended weekly breakdown in the notes
  - Mutual cases will be authorized as split in HHAX (e.g. each member receives an equal split of the authorization)
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via the linked contract in HHAX. The process to request/adjust authorizations will remain the same



## Visit Confirmation

- Visits will be confirmed using EVV, either using the HHAeXchange EVV tools or sent to HHAeXchange via third-party integration.
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  - Providers will enter an edit reason and action taken for why the visit was manually edited.
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken
- Plan of Care compliance will not be enforced by the payer in HHAX
  - ENT providers are able to enable a higher compliance level for this contract



## Billing Process

- Providers will be responsible for resolving all Prebilling and Billing Review issues in HHAX to ensure invoices are compliant and to reduce denials
- Providers will manage their own rates in HHAX or via the interface for integrating providers and are responsible for adding rates prior to submitting first invoices.
  - Two rate regions will be configured on the linked contract to account for varying rates by region
    - Downstate (NYC 5 boroughs)
    - Outer Counties (Nassau, Suffolk, Westchester)
- Initial Billing Configuration for Enterprise providers
  - Enterprise providers will need to please send an email to [support@hhaexchange.com](mailto:support@hhaexchange.com) detailing which contract should be used to copy for the new internal RiverSpring Health Plans linked contract. The source contract should have your most up to date clearinghouse information. Additional instructions will be provided during your enhanced link contract training.
- Initial Billing Configuration for Enterprise free providers.
  - Please complete [E-Billing Configuration Form](#)
  - Please submit completed form to [support@hhaexchange.com](mailto:support@hhaexchange.com)





## Billing Process

- Initial Billing Configuration for EDI Providers
  - Please continue to bill RiverSpring as you do today.
- For dates of service December 12, 2022 and forward, providers can create invoices via the linked contract in HHAX
- Providers will complete prebilling and billing review to ensure correct claim formatting.
- Provider will generate and export the 837P claim file from HHAX and send to their clearinghouse directly.



# Communications

- The HHAeXchange Communication Module will be used at go-live for RiverSpring
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should contact [support@hhaexchange.com](mailto:support@hhaexchange.com)
  - If EDI (third-party EVV integration) related, then contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)



# Broadcasting

- The HHAeXchange Broadcasting feature will be used post go-live December 12, 2022 in order to facilitate reaching out to providers for member assignment.
- The member profile will be imported into HHAeXchange in “waiting” status. They will then be selected from the Placement Queue to be broadcasted.
- Broadcast placement without auth is sent. Member Preferences are noted in the Special Requests section (service hours, gender, language, etc.)
- Providers view broadcasts in Pending Placement Queue to determine if they can staff the case.
- The first provider to accept placement receives the member and the broadcast is then removed.
- RiverSpring will review placement, accept, and the authorization will be entered and sent.

# Timeline and Next Steps



# Provider Onboarding Milestones: Enterprise Providers



Oct. 11<sup>th</sup> – Nov. 4<sup>th</sup>

- Providers receive *Welcome Letters* and *Welcome Packets*
- Providers attend Information Sessions
- Providers complete the *Enterprise Provider Linking Survey*
  - If opting in on this survey, then the starred items are N/A

Nov. 15<sup>th</sup> – Nov. 18<sup>th</sup>

- Providers attend 1 Training Session on Enhanced Linked Training

November 28<sup>th</sup>

- RiverSpring contract is linked on November 28<sup>th</sup>
  - Add rates to contract
  - Update/validate contract configurations
- Starting November 28<sup>th</sup>, accept Placements from the linked contract and assign to appropriate office
- Perform Patient Merge and update Master Weeks\*

December 12<sup>th</sup>

- Provider go-live
  - Scheduling, confirming, billing visits occur on the linked HHAX contract

# Provider Onboarding Milestones: EDI Providers



Oct. 11<sup>th</sup> – Nov. 4<sup>th</sup>

- Providers receive *Welcome Letters* and *Welcome Packets*
- Providers attend Information Sessions
- Providers to reach out to HHAX regarding any EDI related questions by emailing [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)
  - Work with the HHAX EDI team to setup and test the integration before go-live.

November 16<sup>th</sup>

- Providers attend System User Training

November 28<sup>th</sup>

- RiverSpring contract is linked on November 28<sup>th</sup>
  - Add rates to contract
- Contact EDI team to begin integration: [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)
- Starting November 28<sup>th</sup> placements are sent to Provider Portal to validate accuracy

December 12<sup>th</sup>

- Provider go-live
  - Confirmed and billed visits are sent to HHAX provider portal via integration

# Provider Onboarding Milestones: Free EVV + New Providers



Oct. 11<sup>th</sup> – Nov. 4<sup>th</sup>

- Providers receive *Welcome Letters* and *Welcome Packets*
- New Providers complete the *Provider Portal Enrollment Form*
- Providers attend Information Sessions

November 9<sup>th</sup>

- Providers receive/log into LMS
- Providers attend the System User Training webinars
- Providers log into HHAX Portal

November 28<sup>th</sup>

- RiverSpring contract is linked on November 28<sup>th</sup>
  - Add rates to contract
- Starting November 28<sup>th</sup>, placements are sent to Provider Portal to validate accuracy

December 12<sup>th</sup>

- Provider go-live
  - Scheduling, confirming, billing visits occur on the linked HHAX contract



## Next Steps

- ENT Providers:
  - Register for *Enhanced Linked Contract* training
    - November 15<sup>th</sup> at 10:30am; November 17<sup>th</sup> at 9am; or November 18<sup>th</sup> at 1pm
  - Complete the *Office Linking Survey* to indicate which offices should be linked to RiverSpring
    - If the form is not completed, all offices will be linked
    - Providers with high active RiverSpring census can opt in to have internal member records merged with the new linked record, rather than completing this step manually from the front end
- EDI Providers:
  - Contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) with the subject line of “RiverSpring Integration” to initiate the integration process with your third-party EVV vendor \*once linking has occurred\*
  - Register for the *System User Training Webinar*
    - November 16<sup>th</sup> at Noon.
- Free EVV Providers:
  - Complete the *Provider Portal Enrollment Form*
  - Register for the *System User Training Webinar*
    - November 16<sup>th</sup> at Noon



# Contact Information





<https://hhaexchange.com/riverspring/>

## HHaEXchange Support



[support@hhaexchange.com](mailto:support@hhaexchange.com)

- Providers with an existing HHaEXchange portal please use the **HHaEXchange Live Chat** within your Support Center to receive assistance from a Live Agent.
- *The Live Chat option is recommended for quicker response times.*

HHAX Support: 1-855-400-4429



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